

CUT 30%

off your service desk calls while increasing user satisfaction

Solve your smartphone password problems

More than 30 percent of all calls handled by mobility service desks are password-related issues.

All password-related problems can be solved using the Afaria add-on PasswordPush. This feature updates passwords on the smartphone when changed on the pc.

The most common issues are:

- Incorrect password entered (primarily due to difficulties entering upper-case letters or special characters on a smartphone).
- E-mail no longer synchronizing (due to expired password).
- User does not know how to change password on the smartphone (several instances may have to be changed).

How does it work?

When a user changes the Active Directory password used in Microsoft Windows and other applications, the user is prompted by e-mail and asked if the password should also be updated on the user's mobile device. Users with more than one device can select which devices to update.

After re-entering the password on a desktop computer, a request is sent to the smartphone using Afaria. The password is then updated on the smartphone.

Which passwords can be updated?

The solution supports the update of mobile password in:

- Microsoft ActiveSync.
- Nokia Mail for Exchange.
- Microsoft VPN.

More applications may be added upon request.

Passwords are updated on most platforms, including iPhone, Symbian and Windows Mobile.

Technical requirements

PasswordPush is an add-on to Afaria and supports:

- Sybase Afaria 5.5, Afaria 6.0, Afaria 6.5 and Afaria 6.6.
- Most mobile platforms including Windows Mobile, Symbian and iPhone.

The solution is tested with Microsoft Active Directory Server 2003 and 2008.

A SMS gateway is recommended for instant password update.

Price

An enterprise license costs 5.900 EUR.

Annual support, maintenance and upgrade fee are 20 percent of the current license price.

The license is locked to the Active Directory domain.

How to order

To purchase PasswordPush please contact sales@mobilityarchitects.com.



www.mobilityarchitects.com